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August 6, 2002

Via Electronic Filing  
Ms. Marlene H. Dortch  
Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW, Room TWB-204  
Washington, DC 20554

Re:

In the Matter of Review of Section 251 Unbundling Obligations of Incumbent Local Exchange Carriers and Implementation of the Local Competition Provisions in the Local Telecommunications Act of 1996, CC Docket No. 01-338; 96-98; 98-147

In the Matter of Appropriate Framework for Broadband Access to the Internet Over Wireline Facilities, CC Docket No. 02-33; 95-20; 98-10

Dear Ms. Dortch:

Yesterday, David Dorman, President of AT&T, James Cicconi, General Counsel & Executive Vice- President, Len Cali, Vice President & Director, and I met with Commissioner Abernathy and Matthew Brill, Commissioner Abernathy's Legal Adviser, to discuss issues related to the aforementioned proceedings. During the course of that discussion, we updated the Commissioner on the progress AT&T has made in the local market entry as well as how AT&T's offer has been received in the marketplace. In addition, we emphasized that AT&T remains committed to providing competitive telecommunications services to all of its customers and that AT&T must continue to have access to incumbent network elements to provide those benefits to the marketplace and to be able to obtain as soon as possible access to those elements electronically. We distributed the attached documents to Commissioner Abernathy and Mr. Brill during that meeting.

The positions expressed by AT&T were consistent with those contained in the Comments and ex parte filings previously made in the aforementioned dockets. One electronic copy of this Notice is being submitted for each of the referenced proceedings in accordance with the Commission's rules.

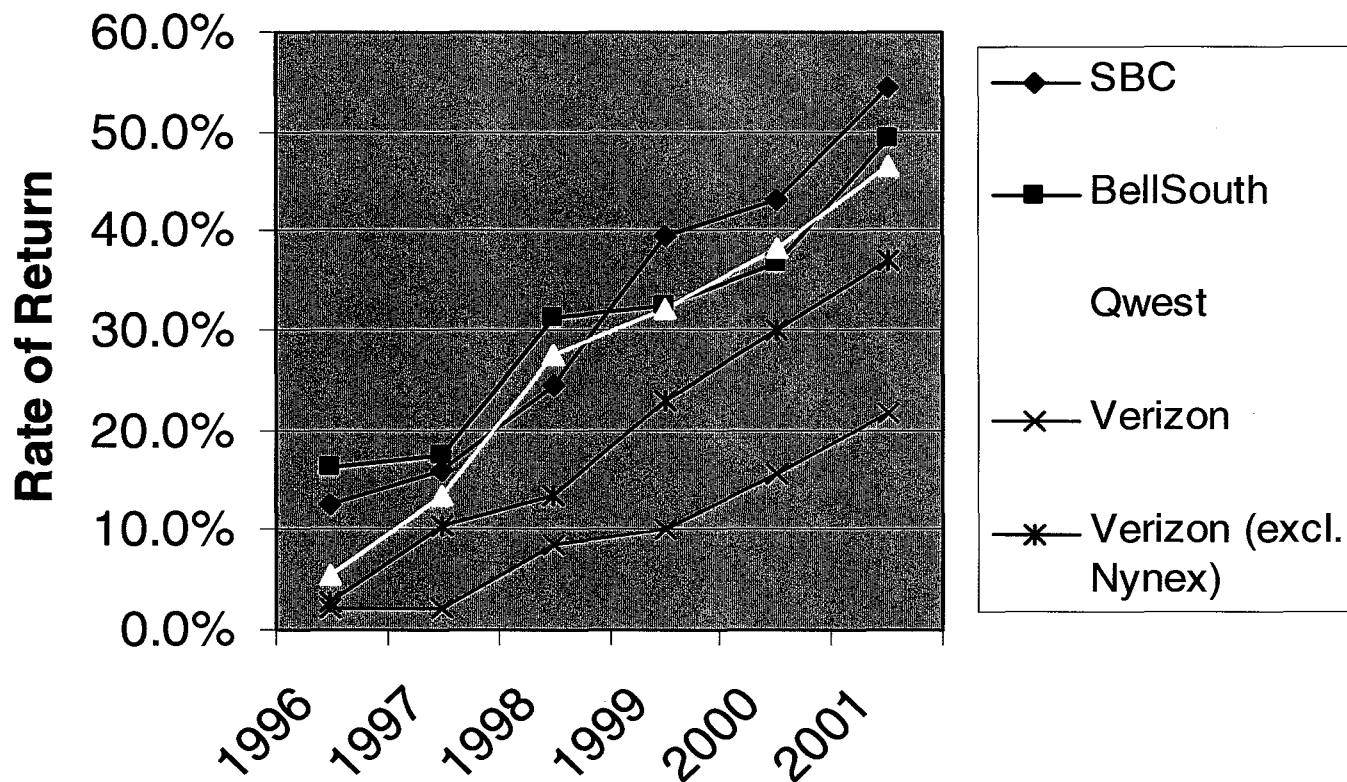
Sincerely,

*Robert W. Quinn, Jr.*

Enclosure

cc: Commissioner Kathleen Abernathy  
Matthew Brill

## Interstate Rate of Return on Special Access



These returns are clearly excessive. For example, Bell special access revenues exceed an 11.25% rate of return by more than \$2.5 billion for SBC, more than \$1 billion for Verizon, more than \$966 million for BellSouth, and more than \$710 million for Qwest. These excessive charges serve as a monopoly tax on the information needs of the Nation's largest businesses and as a drag on the entire economy.

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**J.D. Power and Associates Reports:  
Cincinnati Bell Ranks Highest in Customer Satisfaction Among  
Residential Local Telephone Service Providers for Second Consecutive Year**

Study Shows Substantial Increase in Online Bill Payment Activity

**FOR IMMEDIATE RELEASE: August 1, 2002**

**WESTLAKE VILLAGE, Calif.**—Cincinnati Bell, which provides telecommunications services to parts of Ohio and Kentucky, ranks highest in customer satisfaction among U.S. local telephone service providers for the second consecutive year, according to the J.D. Power and Associates 2002 Residential Local Telephone Customer Satisfaction Study<sup>SM</sup> released today.

Cincinnati Bell also ranked highest for the second straight year in long distance among mainstream users in the J.D. Power and Associates 2002 Residential Long Distance Customer Satisfaction Study<sup>SM</sup> which was released last month. This marks the first time a company has clinched awards in both studies two years in a row since the inception of the wireline studies in 1995.

Cincinnati Bell's outstanding overall performance in the Residential Local Telephone Customer Satisfaction Study was reinforced by its strong performance in five of the six key drivers of satisfaction: image, billing, cost of service, performance and reliability, and customer service. The sixth driver of satisfaction is offerings and promotions.

"Cincinnati Bell demonstrates an exceptional ability to resolve problems when first contacted by a customer," said Steve Kirkeby, senior director of the telecommunications practice at J.D. Power and Associates. "As a result, the company has improved its timely resolution of customer problems to an industry-leading 82 percent."

(Page 1 of 2)

The study shows local telephone service customers continue to visit their carrier's Web site more frequently than in the past—13 percent in 2002, up from 9 percent in 2001.

Among Web site users, online bill payment increased dramatically this year, rising from 12 percent in 2001 to 21 percent, and those using the Internet to review a bill increased from 29 percent to 40 percent during the same period.

“We also saw improvement in satisfaction scores for the online billing experience, ranging from how effectively the billing information is displayed to the variety of payment options available,” said Kirkeby. “The efforts of local carriers to improve electronic bill payment is very apparent and clearly appreciated by consumers.”

The 2002 Residential Local Telephone Customer Satisfaction Study is based on responses from nearly 11,500 households nationwide.

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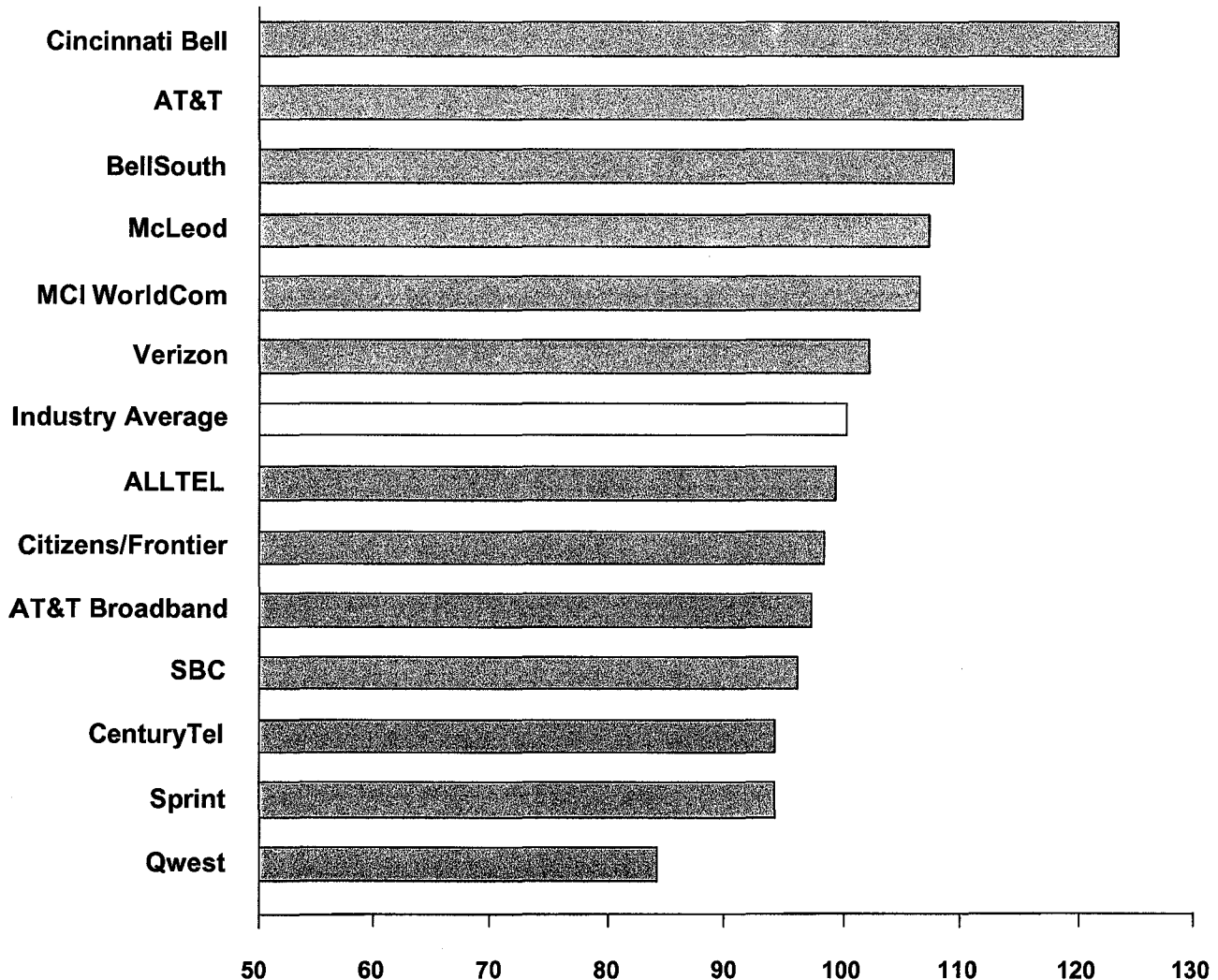
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Note: One chart follows.

# J.D. Power and Associates 2002 Residential Local Telephone Customer Satisfaction Study<sup>SM</sup>

## *Customer Satisfaction Index Ranking*



Source: J.D. Power and Associates 2002 Residential Local Telephone Customer Satisfaction Study<sup>SM</sup>

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SBC	●●●●●○	●●●●●○	●●●●●○	●●●●●○	●●●●●○
Verizon	●●●●●○	●●●●●○	●●●●●○	●●●●●○	●●●●●○

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